

New Boundaries Community Services Limited

New Boundaries Group - 329 Fakenham Road

Inspection report

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Date of inspection visit:
04 January 2022

Date of publication:
17 February 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

329 Fakenham Road is a care home providing support for up to three people with a learning disability. At the time of our inspection, three people lived at the service.

We found the following examples of good practice.

People were supported to continue relationships with their family members. Arrangements were in place to safely support relatives to visit people living in the service without restrictions. People were also supported to spend time with their family outside of the home including staying overnight when they wished.

The environment was clean and hygienic. Enhanced cleaning had been put in to place as a response COVID-19.

People and staff were being supported to engage in regular COVID-19 testing in line with Government guidance.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

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Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 4 January 2022 and was announced. We gave the service 30 minutes notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. We found some elements required updating in line with recent changes to government guidance. This did not significantly impact on the service provided. We have also signposted the provider to resources to develop their approach.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- We were somewhat assured the service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. The management team had used staff vaccination appointment cards to verify vaccinations. This is excluded as a means of evidence within government guidance. The manager had identified this prior to our visit and was in the process of seeking evidence that met government guidance. We have also signposted the provider to resources to develop their approach.